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ABSTRACT

The employer satisfaction survey is conducted once every four years to collect data on employers' perceptions of recent graduates of the Wisconsin Technical College System (WTCS). The primary objective of the survey is for employers to rate how well graduates meet employers' expectations, compared with what the employers expect of an entry-level employee in three major areas: (1) technical work skills; (2) people skills; and (3) attitude. Approximately 3,000 employers were asked how satisfied they were with their employee's education, if they would recommend technical college graduates to another employer, and if they would hire a technical college graduate again. Graduates of the 16 technical colleges were asked to give their permission for the colleges to contact their employers to participate in the employer satisfaction survey. Only employers of those students who agreed to participate, and who employed graduates in occupations related to their field of study were surveyed. Key findings included: (1) 63% of employers stated that the employee meets their expectations for knowledge related to job; (2) 27% said the employee exceeded expectations; (3) 1% said the employee did not meet expectations; (4) 81% of employers surveyed said the employee met expectations in application of occupational knowledge; (5) 31% said the employee exceeded expectations; and (6) 1% said the employee did not meet expectations. Appended are several tables and the survey instrument. (NB)

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ED 468 767

Employer Follow-Up Report (2000-2001)

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Wisconsin Technical College System Board

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OVERVIEW

Introduction

The Employer Satisfaction Survey is conducted once every four years to collect data on employers' perceptions of recent graduates of the Wisconsin Technical College System. Employers are in a unique position to assess the effectiveness of a technical college education in preparing people for employment. In turn, employers' responses can be used as a valuable tool for the evaluation of educational programs and services offered by the Wisconsin Technical College System.

The primary objective of this survey is for employers to rate graduates' attributes on how well they meet the employers' expectations compared to what they expect of an entry-level employee in three major areas:

1. Technical Work Skills (occupational knowledge, application of occupational knowledge, use/operation of equipment, problem solving, read and writing, work quality, organizational, computer, and math skills);

2. People Skills (listening and speaking, interpersonal, and teamwork skills);

3. Attitude (customer focused, improves performance, good work ethic, and accepts advice).

Employers were also asked three general questions: how satisfied they are with the graduate's technical college education, if they would recommend technical college graduates to another employer, and if they would hire a technical college graduate again. Statewide detail by instructional area and type of degree granted is provided on these expectations and general questions in the tables that follow.

In addition, employers were asked how important these traits would be to graduates they would hire in the future. It was found that the majority of employers believe each of the attributes listed will be very important or important in employees that they will hire in the future.

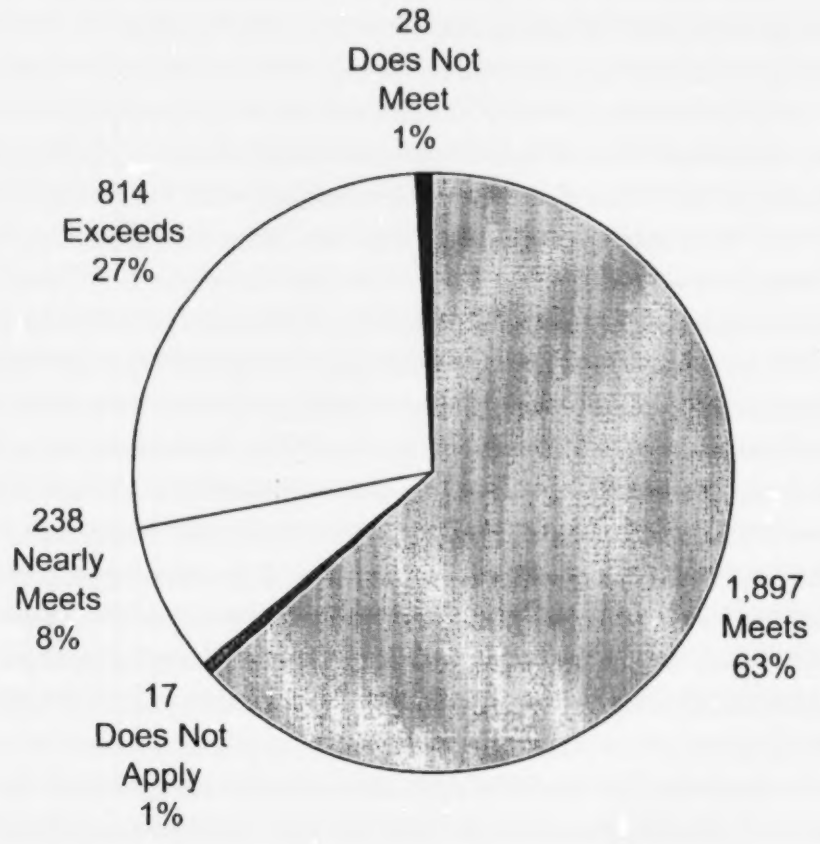
Methodology

The 16 technical colleges surveyed graduates of programs between October and December of 2001. On this survey, graduates were asked to give their permission for the technical colleges to contact their employers to participate in the employer satisfaction survey. Participants in this survey consisted only of employers of those graduates who gave permission for the technical college to contact their employer ***and*** who reported being employed in occupations related to their training. Responses were submitted to the Wisconsin Technical College System Board for compilation of this statewide report. A copy of the survey instrument is included as Appendix A.

NOTE: Percentages in the following charts and tables may not add to 100 percent in all cases due to rounding.

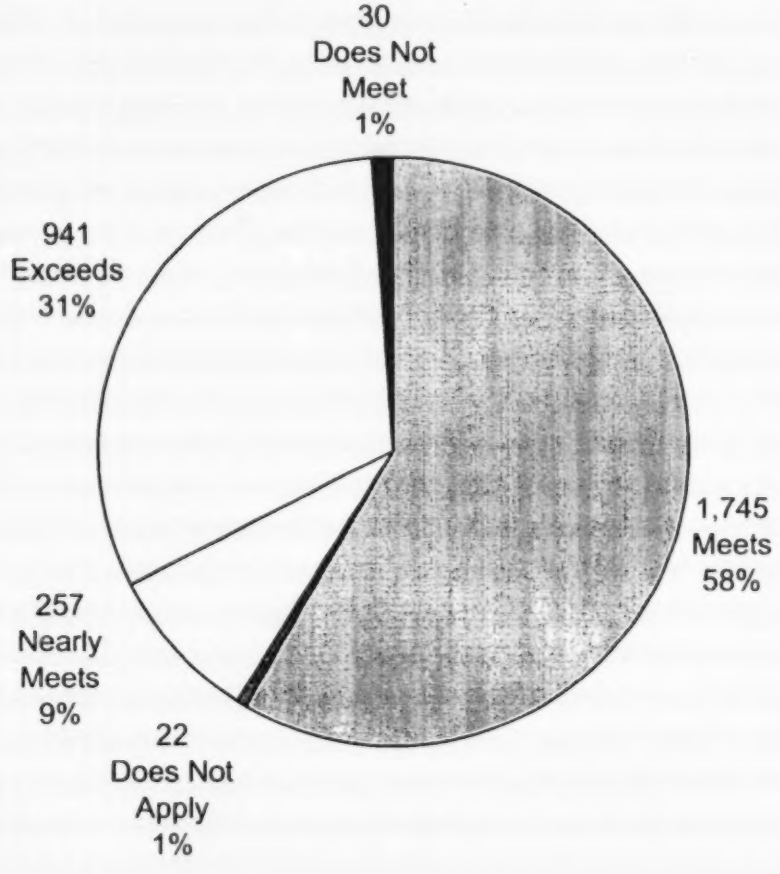
OCCUPATIONAL KNOWLEDGE RELATED TO JOB

Employers were asked how well the graduate's occupational knowledge related to the job meets their entry-level employee expectations. As shown below, 814 employers (27 percent) rated graduates as exceeding their expectations; 1,897 (63 percent) said graduates met their expectations; and 238 (8 percent) stated they nearly met their expectations. Only 28 employers (1 percent) said the graduates did not meet their expectations, and 17 employers (1 percent) felt this question did not apply.



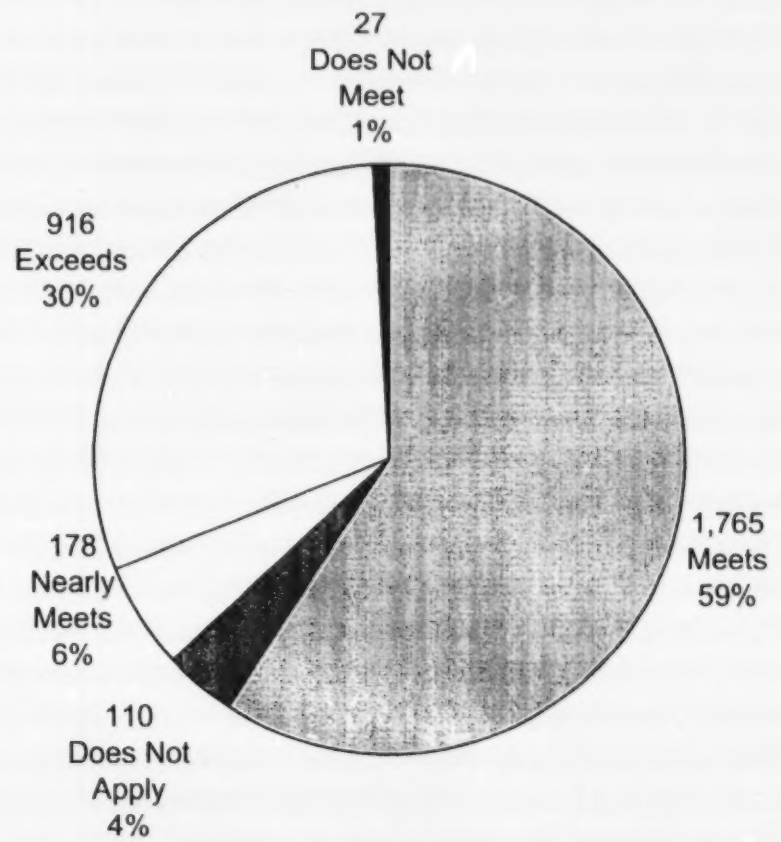
APPLICATION OF OCCUPATIONAL KNOWLEDGE

As indicated below, 941 employers (31 percent) rated graduates as exceeding their expectations of an entry-level employee on the application of their occupational knowledge related to the job; 1,745 (58 percent) said they met their expectations; 257 (9 percent) stated they nearly met their expectations; 30 (1 percent) said graduates did not meet their expectations, and 22 employers (1 percent) felt this question did not apply.



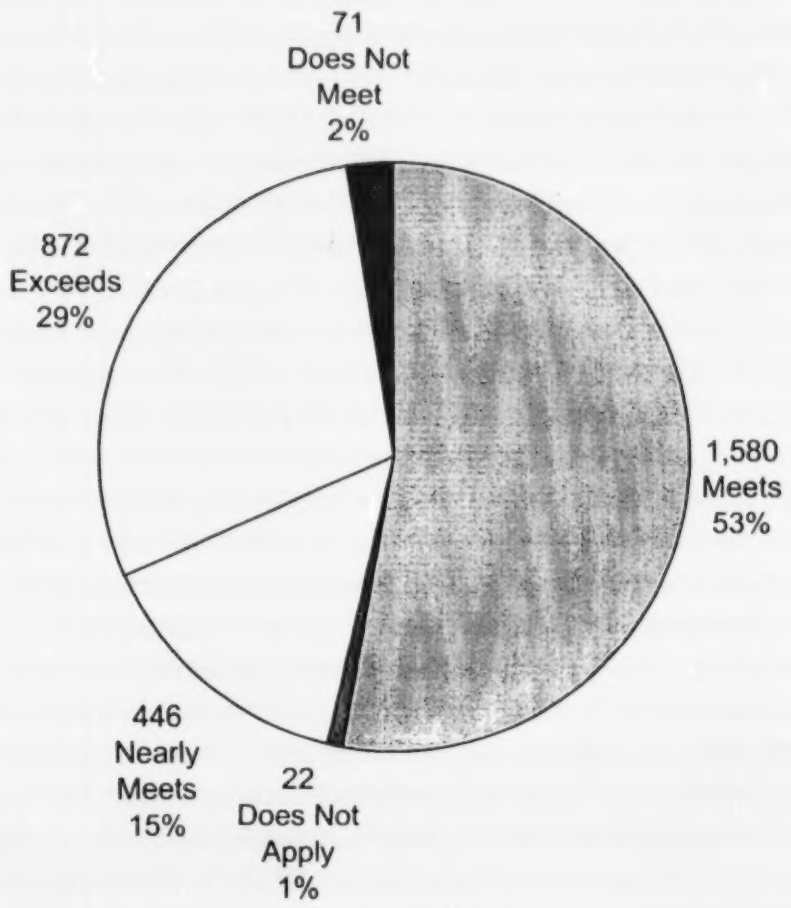
USE/OPERATION OF EQUIPMENT, TOOLS AND MATERIALS

Graduates were rated on their ability to use and operate equipment, tools and materials. 916 employers (30 percent) said graduates exceeded their expectations; 1,765 (59 percent) felt they met their expectations; 178 employers (6 percent) stated they nearly met their expectations; only 27 employers (1 percent) said graduates did not meet their expectations in this area, and 110 employers (4 percent) said this question did not apply.



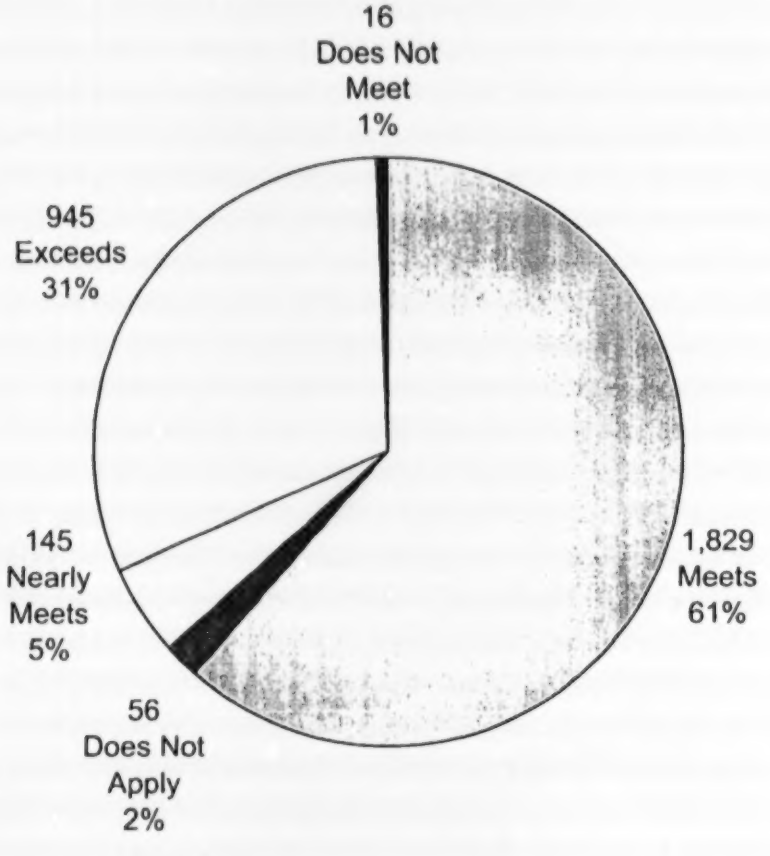
PROBLEM SOLVING SKILLS

Employers rated graduates on their problem solving ability as entry-level employees: 872 employers (29 percent) said graduates exceeded their expectations; 1,580 (53 percent) said they met their expectations; 446 (15 percent) felt they nearly met expectations; 71 employers (2 percent) stated graduates did not meet their expectations, and 22 employers (1 percent) said this question did not apply.



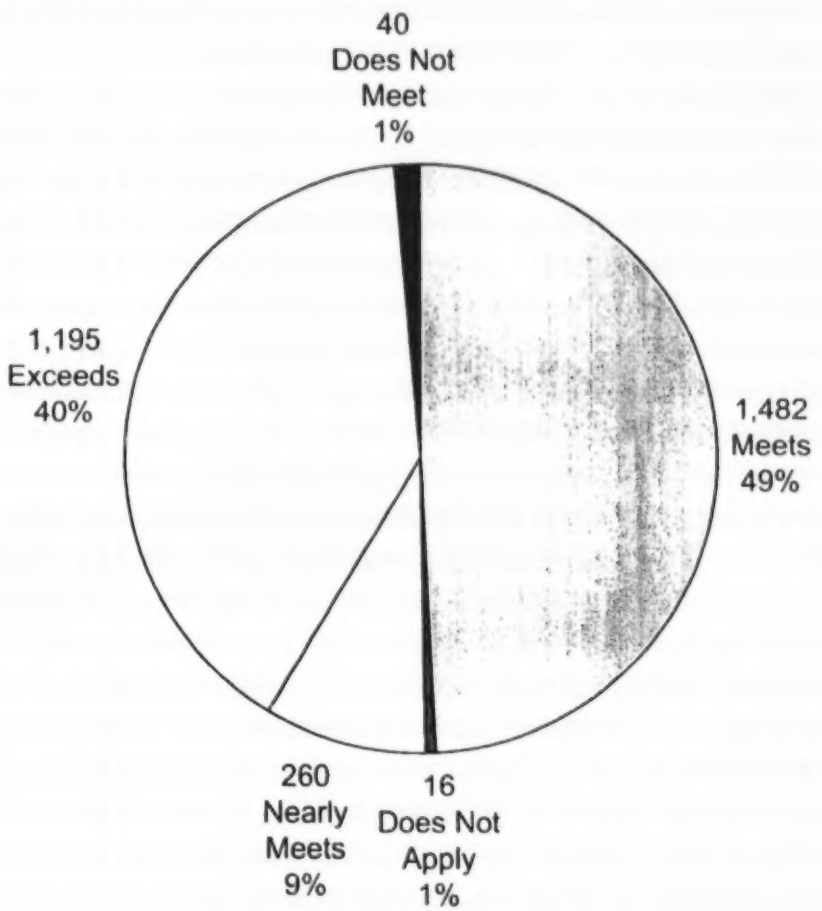
READING AND WRITING SKILLS

As indicated below, 945 employers (31 percent) rated graduates as exceeding their expectations in the area of reading and writing skills; 1,829 (61 percent) said they met their expectations; 145 (5 percent) stated they nearly met their expectations; 16 employers (1 percent) felt graduates did not meet their expectations and 56 employers (2 percent) felt this question did not apply.



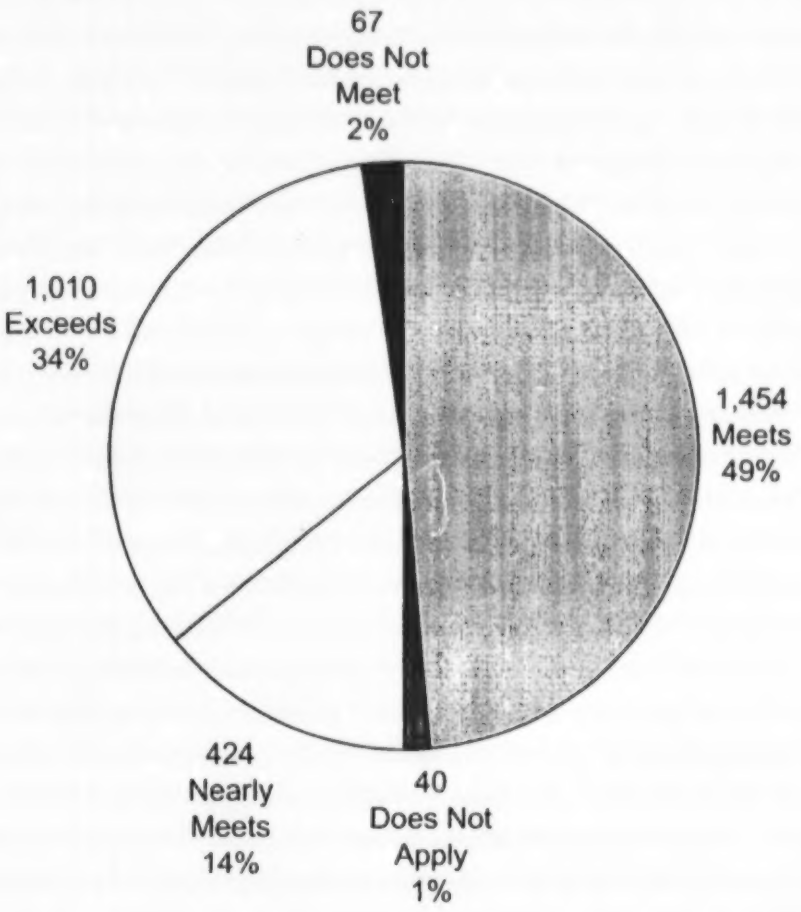
COMPLETES WORK

Employers were asked to rate the entry-level employee on his/her ability to complete work in accordance with quality standards; 1,195 employers (40 percent) stated graduates exceeded their expectations; 1,482 (49 percent) said they met expectations; 260 (9 percent) felt they nearly met expectations; 40 employers (1 percent) said graduates did not meet their expectations, while 16 employers (1 percent) felt this question did not apply.



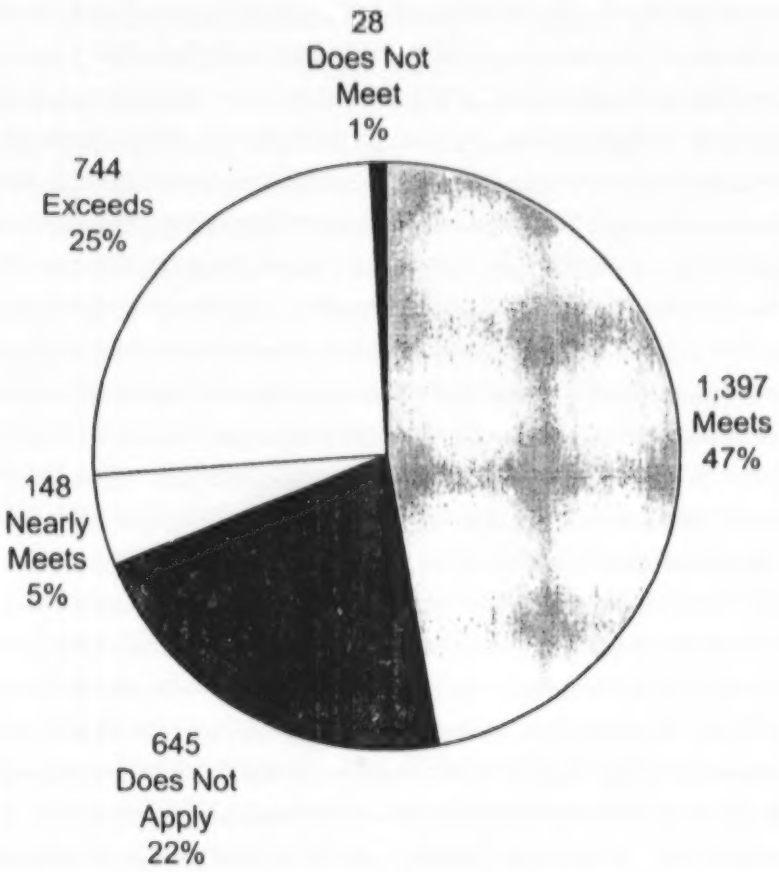
ORGANIZATIONAL SKILLS

Graduates were rated on their organizational skills, such as prioritizing, planning, and goal setting: 1,010 employers (34 percent) said graduates exceeded their expectations; 1,454 (49 percent) felt they met expectations; 424 (14 percent) said they nearly met their expectations; 67 (2 percent) said they did not meet their expectations, and 40 employers (1 percent) felt this question did not apply.



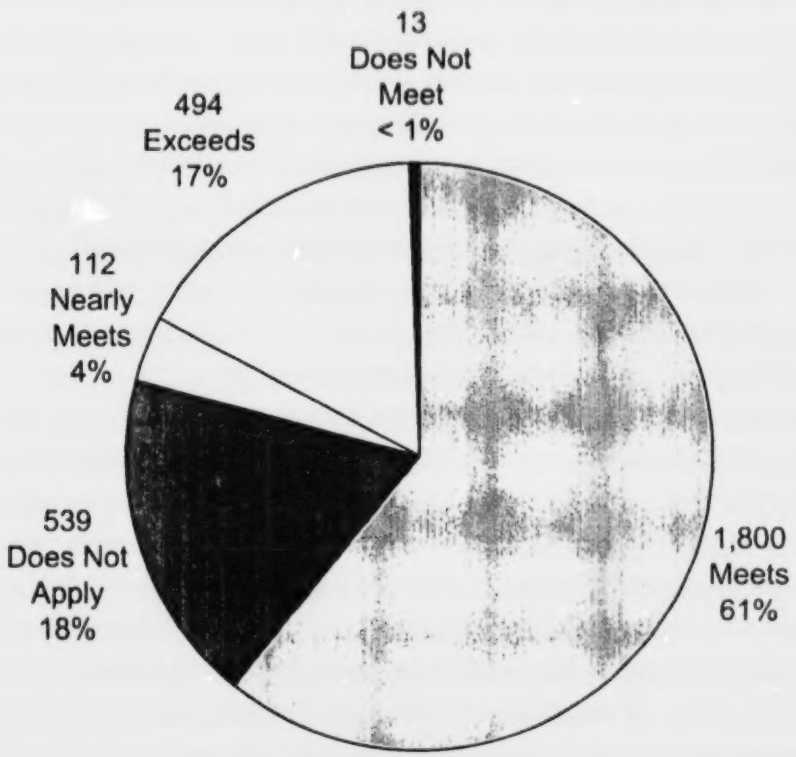
COMPUTER SKILLS

As shown below, 744 employers (25 percent) stated that graduates exceeded their expectations in the area of computer skills; 1,397 (47 percent) said they met their expectations; 148 (5 percent) felt they nearly met expectations; 28 (1 percent) said they did not meet their expectations in this area, and 645 employers (22 percent) felt this question did not apply.



MATH SKILLS

Employers rated graduates on their math skills on the job and 494 (17 percent) felt technical college graduates exceeded the expectations they have of entry-level employees; 1,800 (61 percent) thought they met their expectations; 112 (4 percent) said they nearly met expectations; only 13 (< 1 percent) said they did not meet their expectations, and 539 employers (18 percent) felt this question did not apply.



2000-2001 STATEWIDE
EMPLOYER SATISFACTION SURVEY

ALL DIVISIONS
ALL LEVELS
ALL PROGRAMS

	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
TECHNICAL WORK SKILLS					***EXPECTATIONS***					
Occupational Knowledge Related to Job	814	27%	1,897	63%	238	8%	28	1%	17	1%
Application of Occupational Knowledge Related to Job	941	31%	1,745	58%	257	9%	30	1%	22	1%
Use/Operation of Equipment, Tools and Materials	916	30%	1,765	59%	178	6%	27	1%	110	4%
Problem Solving Skills	872	29%	1,580	53%	446	15%	71	2%	22	1%
Reading and Writing Skills	945	31%	1,829	61%	145	5%	16	1%	56	2%
Completes Work in Accordance With Quality Standards	1,195	40%	1,482	49%	260	9%	40	1%	16	1%
Organizational Skills	1,010	34%	1,454	49%	424	14%	67	2%	40	1%
Computer Skills	744	25%	1,397	47%	148	5%	28	1%	645	22%
Math Skills	494	17%	1,800	61%	112	4%	13	0%	539	18%
PEOPLE SKILLS										
Listening and Speaking Skills	1,014	34%	1,636	55%	297	10%	40	1%	4	0%
Interpersonal Skills	1,151	38%	1,481	50%	287	10%	53	2%	18	1%
Works Effectively in a Team or Group	1,314	44%	1,305	44%	260	9%	63	2%	41	1%
ATTITUDE										
Customer Focused	1,229	41%	1,429	48%	232	8%	31	1%	66	2%
Seeks to Continuously Improve Performance	1,348	45%	1,292	43%	272	9%	69	2%	7	0%
Demonstrates Good Work Ethic	1,572	53%	1,065	36%	261	9%	80	3%	10	0%
Accepts Advice, Supervision, and Constructive Criticism	1,365	46%	1,281	43%	259	9%	72	2%	10	0%

GENERAL	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduate's Education	1,554	53%	1,297	44%	79	3%	6	0%

	Yes		No		Maybe	
Recommend Graduate to Another Employer	2,708	91%	18	1%	237	8%
Hire Technical College Graduate Again	2,828	95%	10	0%	126	4%

AGRIBUSINESS DIVISION, ALL LEVELS, ALL PROGRAMS

	Exceeds	Meets	Nearly Meets	Does Not Meet	Does Not Apply
TECHNICAL WORK SKILLS		***EXPECTATIONS***			
Occupational Knowledge Related to Job	20 33%	34 56%	7 11%	0 0%	0 0%
Application of Occupational Knowledge Related to Job	21 36%	32 54%	6 10%	0 0%	0 0%
Use/Operation of Equipment, Tools and Materials	26 43%	26 43%	6 10%	3 5%	0 0%
Problem Solving Skills	23 38%	23 38%	13 22%	0 0%	1 2%
Reading and Writing Skills	28 47%	28 47%	3 5%	0 0%	1 2%
Completes Work in Accordance With Quality Standards	36 60%	23 38%	1 2%	0 0%	0 0%
Organizational Skills	26 43%	28 46%	6 10%	1 2%	0 0%
Computer Skills	13 21%	35 57%	5 8%	1 2%	7 11%
Math Skills	18 30%	35 57%	5 8%	0 0%	3 5%
PEOPLE SKILLS					
Listening and Speaking Skills	21 35%	32 53%	5 8%	2 3%	0 0%
Interpersonal Skills	24 40%	28 47%	7 12%	1 2%	0 0%
Works Effectively in a Team or Group	31 52%	21 35%	7 12%	1 2%	0 0%
ATTITUDE					
Customer Focused	18 30%	36 60%	3 5%	1 2%	2 3%
Seeks to Continuously Improve Performance	33 55%	24 40%	1 2%	1 2%	1 2%
Demonstrates Good Work Ethic	40 67%	16 27%	3 5%	1 2%	0 0%
Accepts Advice, Supervision, and Constructive Criticism	30 50%	20 33%	8 13%	2 3%	0 0%

GENERAL	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
Satisfaction With Graduate's Education	35 61%	21 37%	1 2%	0 0%

	Yes	No	Maybe
Recommend Graduate to Another Employer	53 90%	1 2%	5 8%
Hire Technical College Graduate Again	54 92%	0 0%	5 8%

BUSINESS DIVISION, ALL LEVELS, ALL PROGRAMS

	Exceeds	Meets	Nearly Meets	Does Not Meet	Does Not Apply
TECHNICAL WORK SKILLS		***EXPECTATIONS***			
Occupational Knowledge Related to Job	169 30%	335 60%	44 8%	2 0%	6 1%
Application of Occupational Knowledge Related to Job	197 35%	309 55%	42 8%	2 0%	7 1%
Use/Operation of Equipment, Tools and Materials	224 40%	283 51%	15 3%	2 0%	31 6%
Problem Solving Skills	203 37%	271 49%	67 12%	10 2%	5 1%
Reading and Writing Skills	194 35%	318 58%	32 6%	5 1%	4 1%
Completes Work in Accordance With Quality Standards	247 45%	250 45%	48 9%	8 1%	2 0%
Organizational Skills	231 41%	247 44%	64 11%	11 2%	5 1%
Computer Skills	265 48%	258 46%	21 4%	3 1%	10 2%
Math Skills	121 22%	326 59%	18 3%	2 0%	86 16%
PEOPLE SKILLS					
Listening and Speaking Skills	209 38%	278 50%	61 11%	8 1%	1 0%
Interpersonal Skills	226 41%	268 48%	51 9%	9 2%	3 1%
Works Effectively in a Team or Group	244 44%	245 44%	46 8%	7 1%	10 2%
ATTITUDE					
Customer Focused	247 44%	258 46%	32 6%	5 1%	15 3%
Seeks to Continuously Improve Performance	273 49%	230 41%	45 8%	8 1%	2 0%
Demonstrates Good Work Ethic	323 58%	181 32%	41 7%	11 2%	1 0%
Accepts Advice, Supervision, and Constructive Criticism	272 49%	231 41%	46 8%	7 1%	1 0%

GENERAL	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
Satisfaction With Graduate's Education	313 58%	216 40%	9 2%	2 0%

	Yes	No	Maybe
Recommend Graduate to Another Employer	499 90%	1 0%	52 9%
Hire Technical College Graduate Again	523 95%	1 0%	28 5%

MARKETING DIVISION, ALL LEVELS, ALL PROGRAMS

	Exceeds	Meets	Nearly Meets	Does Not Meet	Does Not Apply
TECHNICAL WORK SKILLS		***EXPECTATIONS***			
Occupational Knowledge Related to Job	65 37%	101 57%	10 6%	1 1%	1 1%
Application of Occupational Knowledge Related to Job	67 38%	100 56%	9 5%	1 1%	1 1%
Use/Operation of Equipment, Tools and Materials	73 41%	75 42%	12 7%	0 0%	18 10%
Problem Solving Skills	59 33%	94 53%	23 13%	2 1%	0 0%
Reading and Writing Skills	69 39%	96 55%	11 6%	0 0%	0 0%
Completes Work in Accordance With Quality Standards	85 48%	79 44%	12 7%	2 1%	0 0%
Organizational Skills	68 38%	85 48%	22 12%	3 2%	0 0%
Computer Skills	67 38%	96 54%	10 6%	0 0%	5 3%
Math Skills	49 28%	108 61%	8 5%	0 0%	11 6%
PEOPLE SKILLS					
Listening and Speaking Skills	57 32%	102 57%	17 10%	2 1%	0 0%
Interpersonal Skills	65 37%	94 53%	17 10%	2 1%	0 0%
Works Effectively in a Team or Group	78 44%	83 47%	13 7%	2 1%	1 1%
ATTITUDE					
Customer Focused	82 46%	87 49%	5 3%	1 1%	3 2%
Seeks to Continuously Improve Performance	88 49%	76 43%	11 6%	3 2%	0 0%
Demonstrates Good Work Ethic	108 61%	59 33%	9 5%	2 1%	0 0%
Accepts Advice, Supervision, and Constructive Criticism	78 44%	89 50%	10 6%	1 1%	0 0%

GENERAL	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
Satisfaction With Graduate's Education	94 53%	80 45%	4 2%	0 0%

	Yes	No	Maybe
Recommend Graduate to Another Employer	140 79%	3 2%	35 20%
Hire Technical College Graduate Again	164 93%	0 0%	12 7%

GRAPHICS DIVISION, ALL LEVELS, ALL PROGRAMS

	Exceeds	Meets	Nearly Meets	Does Not Meet	Does Not Apply
TECHNICAL WORK SKILLS		***EXPECTATIONS***			
Occupational Knowledge Related to Job	14 31%	21 47%	7 16%	1 2%	2 4%
Application of Occupational Knowledge Related to Job	18 40%	19 42%	5 11%	1 2%	2 4%
Use/Operation of Equipment, Tools and Materials	16 36%	23 51%	4 9%	1 2%	1 2%
Problem Solving Skills	13 29%	21 47%	7 16%	3 7%	1 2%
Reading and Writing Skills	11 24%	31 69%	1 2%	0 0%	2 4%
Completes Work in Accordance With Quality Standards	23 51%	19 42%	3 7%	0 0%	0 0%
Organizational Skills	16 36%	18 40%	9 20%	0 0%	2 4%
Computer Skills	18 40%	20 44%	1 2%	0 0%	6 13%
Math Skills	7 16%	25 56%	1 2%	1 2%	11 24%
PEOPLE SKILLS					
Listening and Speaking Skills	14 31%	26 58%	5 11%	0 0%	0 0%
Interpersonal Skills	17 38%	25 56%	3 7%	0 0%	0 0%
Works Effectively in a Team or Group	24 53%	19 42%	1 2%	0 0%	1 2%
ATTITUDE					
Customer Focused	13 29%	28 62%	1 2%	0 0%	3 7%
Seeks to Continuously Improve Performance	25 56%	19 42%	1 2%	0 0%	0 0%
Demonstrates Good Work Ethic	28 62%	14 31%	3 7%	0 0%	0 0%
Accepts Advice, Supervision, and Constructive Criticism	28 64%	15 34%	1 2%	0 0%	0 0%

GENERAL	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
Satisfaction With Graduate's Education	23 52%	20 45%	1 2%	0 0%

	Yes	No	Maybe
Recommend Graduate to Another Employer	38 84%	0 0%	7 16%
Hire Technical College Graduate Again	40 89%	0 0%	5 11%

FAMILY & CONSUMER EDUCATION DIVISION, ALL LEVELS, ALL PROGRAMS

	Exceeds	Meets	Nearly Meets	Does Not Meet	Does Not Apply
TECHNICAL WORK SKILLS		*EXPECTATIONS*			
Occupational Knowledge Related to Job	42 29%	95 66%	7 5%	0 0%	0 0%
Application of Occupational Knowledge Related to Job	61 42%	70 48%	13 9%	1 1%	1 1%
Use/Operation of Equipment, Tools and Materials	51 35%	77 53%	7 5%	1 1%	10 7%
Problem Solving Skills	41 28%	83 57%	21 14%	0 0%	1 1%
Reading and Writing Skills	56 38%	77 53%	7 5%	1 1%	5 3%
Completes Work in Accordance With Quality Standards	70 48%	65 45%	10 7%	1 1%	0 0%
Organizational Skills	59 41%	67 46%	17 12%	1 1%	1 1%
Computer Skills	20 14%	65 45%	8 6%	2 1%	48 34%
Math Skills	28 20%	74 52%	11 8%	0 0%	30 21%
PEOPLE SKILLS					
Listening and Speaking Skills	46 32%	79 54%	19 13%	1 1%	0 0%
Interpersonal Skills	57 39%	71 49%	15 10%	2 1%	1 1%
Works Effectively in a Team or Group	69 48%	54 37%	18 12%	2 1%	2 1%
ATTITUDE					
Customer Focused	64 44%	69 48%	10 7%	0 0%	2 1%
Seeks to Continuously Improve Performance	76 52%	50 34%	17 12%	3 2%	0 0%
Demonstrates Good Work Ethic	79 54%	50 34%	16 11%	1 1%	0 0%
Accepts Advice, Supervision, and Constructive Criticism	73 50%	54 37%	16 11%	3 2%	0 0%

GENERAL	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
Satisfaction With Graduate's Education	83 57%	54 37%	8 6%	0 0%

	Yes	No	Maybe
Recommend Graduate to Another Employer	131 90%	0 0%	15 10%
Hire Technical College Graduate Again	139 95%	0 0%	7 5%

INDUSTRIAL DIVISION, ALL LEVELS, ALL PROGRAMS

	Exceeds	Meets	Nearly Meets	Does Not Meet	Does Not Apply

TECHNICAL WORK SKILLS	EXPECTATIONS									
Occupational Knowledge Related to Job	67	22%	188	62%	41	14%	5	2%	2	1%
Application of Occupational Knowledge Related to Job	84	28%	174	57%	37	12%	6	2%	3	1%
Use/Operation of Equipment, Tools and Materials	112	37%	162	53%	22	7%	7	2%	0	0%
Problem Solving Skills	68	22%	147	49%	73	24%	13	4%	2	1%
Reading and Writing Skills	74	24%	196	65%	18	6%	1	0%	14	5%
Completes Work in Accordance With Quality Standards	94	31%	151	50%	52	17%	5	2%	1	0%
Organizational Skills	64	21%	155	52%	64	21%	8	3%	9	3%
Computer Skills	59	20%	122	41%	19	6%	7	2%	93	31%
Math Skills	68	23%	185	62%	18	6%	1	0%	28	9%
PEOPLE SKILLS										
Listening and Speaking Skills	76	25%	188	62%	34	11%	5	2%	0	0%
Interpersonal Skills	95	31%	175	58%	26	9%	4	1%	2	1%
Works Effectively in a Team or Group	126	42%	140	46%	23	8%	7	2%	6	2%
ATTITUDE										
Customer Focused	85	28%	153	51%	39	13%	4	1%	20	7%
Seeks to Continuously Improve Performance	121	40%	137	46%	33	11%	8	3%	2	1%
Demonstrates Good Work Ethic	148	49%	109	36%	32	11%	11	4%	3	1%
Accepts Advice, Supervision, and Constructive Criticism	127	42%	141	47%	24	8%	6	2%	3	1%

GENERAL	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduate's Education	139	47%	145	49%	11	4%	2	1%

	Yes		No		Maybe	
Recommend Graduate to Another Employer	260	87%	4	1%	36	12%
Hire Technical College Graduate Again	277	92%	3	1%	20	7%

HEALTH DIVISION, ALL LEVELS, ALL PROGRAMS

	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
TECHNICAL WORK SKILLS					***EXPECTATIONS***					
Occupational Knowledge Related to Job	349	26%	870	66%	88	7%	14	1%	4	0%
Application of Occupational Knowledge Related to Job	393	30%	800	60%	111	8%	14	1%	6	0%
Use/Operation of Equipment, Tools and Materials	316	24%	882	67%	87	7%	10	1%	31	2%
Problem Solving Skills	352	27%	736	56%	189	14%	38	3%	9	1%
Reading and Writing Skills	410	31%	836	63%	51	4%	3	0%	26	2%
Completes Work in Accordance With Quality Standards	501	38%	694	52%	105	8%	17	1%	9	1%
Organizational Skills	433	33%	656	49%	186	14%	34	3%	17	1%
Computer Skills	198	15%	581	45%	65	5%	12	1%	444	34%
Math Skills	139	11%	799	61%	39	3%	6	0%	322	25%
PEOPLE SKILLS										
Listening and Speaking Skills	465	35%	718	54%	121	9%	17	1%	2	0%
Interpersonal Skills	517	39%	633	48%	130	10%	30	2%	12	1%
Works Effectively in a Team or Group	571	43%	575	43%	120	9%	39	3%	17	1%
ATTITUDE										
Customer Focused	584	44%	593	45%	118	9%	17	1%	10	1%
Seeks to Continuously Improve Performance	553	42%	583	44%	141	11%	42	3%	2	0%
Demonstrates Good Work Ethic	642	49%	494	37%	132	10%	47	4%	6	0%
Accepts Advice, Supervision, and Constructive Criticism	568	43%	578	44%	124	9%	45	3%	6	0%

GENERAL	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduate's Education	696	53%	572	44%	37	3%	1	0%

	Yes		No		Maybe	
Recommend Graduate to Another Employer	1,243	95%	6	0%	59	5%
Hire Technical College Graduate Again	1,273	97%	5	0%	29	2%

SERVICE DIVISION, ALL LEVELS, ALL PROGRAMS

	Exceeds		Meets		Nearly Meets		Does Not Meet		Does Not Apply	
TECHNICAL WORK SKILLS					***EXPECTATIONS***					
Occupational Knowledge Related to Job	41	24%	121	70%	11	6%	0	0%	0	0%
Application of Occupational Knowledge Related to Job	47	27%	114	66%	12	7%	0	0%	0	0%
Use/Operation of Equipment, Tools and Materials	32	18%	117	68%	9	5%	2	1%	13	8%
Problem Solving Skills	51	30%	93	54%	26	15%	1	1%	1	1%
Reading and Writing Skills	54	31%	106	61%	10	6%	3	2%	0	0%
Completes Work in Accordance With Quality Standards	60	35%	96	56%	15	9%	1	1%	0	0%
Organizational Skills	52	30%	93	54%	21	12%	4	2%	3	2%
Computer Skills	40	24%	101	59%	8	5%	2	1%	19	11%
Math Skills	18	11%	111	65%	3	2%	1	1%	37	22%
PEOPLE SKILLS										
Listening and Speaking Skills	65	38%	95	55%	11	6%	1	1%	1	1%
Interpersonal Skills	73	42%	86	50%	13	8%	1	1%	0	0%
Works Effectively in a Team or Group	80	46%	81	47%	11	6%	1	1%	0	0%
ATTITUDE										
Customer Focused	68	40%	93	54%	7	4%	0	0%	4	2%
Seeks to Continuously Improve Performance	84	49%	82	47%	6	3%	1	1%	0	0%
Demonstrates Good Work Ethic	93	54%	68	39%	10	6%	2	1%	0	0%
Accepts Advice, Supervision, and Constructive Criticism	88	51%	71	41%	10	6%	4	2%	0	0%

GENERAL	Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Satisfaction With Graduate's Education	75	45%	89	53%	3	2%	0	0%

	Yes		No		Maybe	
Recommend Graduate to Another Employer	157	92%	1	1%	12	7%
Hire Technical College Graduate Again	164	95%	0	0%	8	5%

TECHNICAL & TELEVISION DIVISION, ALL LEVELS, ALL PROGRAMS

	Exceeds	Meets	Nearly Meets	Does Not Meet	Does Not Apply
TECHNICAL WORK SKILLS		***EXPECTATIONS***			
Occupational Knowledge Related to Job	43 22%	128 64%	22 11%	4 2%	2 1%
Application of Occupational Knowledge Related to Job	48 24%	124 62%	21 11%	4 2%	2 1%
Use/Operation of Equipment, Tools and Materials	63 32%	116 58%	15 8%	0 0%	5 3%
Problem Solving Skills	58 29%	109 55%	24 12%	4 2%	2 1%
Reading and Writing Skills	45 23%	135 68%	12 6%	3 2%	4 2%
Completes Work in Accordance With Quality Standards	76 38%	100 51%	13 7%	5 3%	4 2%
Organizational Skills	56 28%	102 51%	34 17%	4 2%	3 2%
Computer Skills	62 31%	114 58%	10 5%	1 1%	11 6%
Math Skills	42 22%	133 68%	9 5%	2 1%	9 5%
PEOPLE SKILLS					
Listening and Speaking Skills	56 28%	114 58%	24 12%	3 2%	0 0%
Interpersonal Skills	71 36%	97 49%	25 13%	4 2%	0 0%
Works Effectively in a Team or Group	85 43%	84 43%	20 10%	4 2%	4 2%
ATTITUDE					
Customer Focused	63 32%	108 55%	16 8%	3 2%	7 4%
Seeks to Continuously Improve Performance	90 46%	88 45%	16 8%	2 1%	0 0%
Demonstrates Good Work Ethic	106 54%	71 36%	15 8%	4 2%	0 0%
Accepts Advice, Supervision, and Constructive Criticism	95 48%	78 40%	20 10%	4 2%	0 0%

GENERAL	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
Satisfaction With Graduate's Education	90 47%	97 51%	5 3%	0 0%

	Yes	No	Maybe
Recommend Graduate to Another Employer	179 92%	1 1%	15 8%
Hire Technical College Graduate Again	187 95%	0 0%	10 5%

ASSOCIATE DEGREE, ALL PROGRAMS

	Exceeds	Meets	Nearly Meets	Does Not Meet	Does Not Apply
TECHNICAL WORK SKILLS		***EXPECTATIONS***			
Occupational Knowledge Related to Job	464 29%	995 62%	120 8%	9 1%	11 1%
Application of Occupational Knowledge Related to Job	540 34%	915 57%	125 8%	9 1%	12 1%
Use/Operation of Equipment, Tools and Materials	518 32%	914 57%	76 5%	8 1%	83 5%
Problem Solving Skills	532 33%	821 52%	204 13%	24 2%	13 1%
Reading and Writing Skills	542 34%	944 59%	79 5%	11 1%	18 1%
Completes Work in Accordance With Quality Standards	686 43%	774 48%	113 7%	15 1%	9 1%
Organizational Skills	603 38%	753 47%	208 13%	24 1%	15 1%
Computer Skills	520 33%	856 54%	80 5%	3 0%	132 8%
Math Skills	307 19%	1,015 64%	53 3%	4 0%	203 13%
PEOPLE SKILLS					
Listening and Speaking Skills	567 35%	849 53%	161 10%	19 1%	4 0%
Interpersonal Skills	644 40%	778 49%	148 9%	22 1%	5 0%
Works Effectively in a Team or Group	728 46%	689 43%	135 8%	20 1%	19 1%
ATTITUDE					
Customer Focused	691 43%	776 49%	86 5%	10 1%	36 2%
Seeks to Continuously Improve Performance	786 49%	681 43%	108 7%	18 1%	4 0%
Demonstrates Good Work Ethic	919 58%	540 34%	114 7%	22 1%	2 0%
Accepts Advice, Supervision, and Constructive Criticism	770 48%	669 42%	138 9%	18 1%	3 0%

GENERAL	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
Satisfaction With Graduate's Education	857 55%	674 43%	31 2%	1 0%

	Yes	No	Maybe
Recommend Graduate to Another Employer	1,433 90%	6 0%	145 9%
Hire Technical College Graduate Again	1,508 95%	1 0%	78 5%

TWO-YEAR TECHNICAL DIPLOMA, ALL PROGRAMS

	Exceeds	Meets	Nearly Meets	Does Not Meet	Does Not Apply
TECHNICAL WORK SKILLS		***EXPECTATIONS***			
Occupational Knowledge Related to Job	36 28%	70 55%	20 16%	2 2%	0 0%
Application of Occupational Knowledge Related to Job	41 32%	66 52%	17 13%	3 2%	1 1%
Use/Operation of Equipment, Tools and Materials	54 42%	64 50%	8 6%	2 2%	0 0%
Problem Solving Skills	37 29%	54 42%	26 20%	9 7%	2 2%
Reading and Writing Skills	37 29%	80 63%	8 6%	1 1%	2 2%
Completes Work in Accordance With Quality Standards	46 36%	60 47%	21 16%	1 1%	0 0%
Organizational Skills	40 31%	60 47%	22 17%	4 3%	2 2%
Computer Skills	33 26%	61 48%	6 5%	4 3%	23 18%
Math Skills	34 27%	79 62%	10 8%	0 0%	5 4%
PEOPLE SKILLS					
Listening and Speaking Skills	34 27%	77 60%	14 11%	3 2%	0 0%
Interpersonal Skills	47 37%	68 53%	9 7%	3 2%	1 1%
Works Effectively in a Team or Group	55 43%	58 46%	9 7%	3 2%	2 2%
ATTITUDE					
Customer Focused	40 31%	65 51%	12 9%	2 2%	9 7%
Seeks to Continuously Improve Performance	54 42%	58 45%	13 10%	3 2%	0 0%
Demonstrates Good Work Ethic	62 48%	49 38%	12 9%	5 4%	0 0%
Accepts Advice, Supervision, and Constructive Criticism	52 41%	59 46%	13 10%	4 3%	0 0%

GENERAL	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
Satisfaction With Graduate's Education	65 52%	55 44%	4 3%	1 1%

	Yes	No	Maybe
Recommend Graduate to Another Employer	110 86%	2 2%	16 13%
Hire Technical College Graduate Again	118 93%	1 1%	8 6%

ONE-YEAR TECHNICAL DIPLOMA, ALL PROGRAMS

	Exceeds	Meets	Nearly Meets	Does Not Meet	Does Not Apply
TECHNICAL WORK SKILLS		*EXPECTATIONS*			
Occupational Knowledge Related to Job	115 23%	331 66%	44 9%	6 1%	5 1%
Application of Occupational Knowledge Related to Job	146 29%	296 59%	45 9%	6 1%	6 1%
Use/ Operation of Equipment, Tools and Materials	150 30%	297 59%	41 8%	4 1%	10 2%
Problem Solving Skills	112 22%	280 56%	96 19%	12 2%	2 0%
Reading and Writing Skills	146 29%	313 62%	23 5%	1 0%	19 4%
Completes Work in Accordance With Quality Standards	198 40%	230 48%	54 11%	9 2%	1 0%
Organizational Skills	146 29%	250 50%	80 16%	14 3%	10 2%
Computer Skills	107 21%	245 49%	27 5%	5 1%	115 23%
Math Skills	76 15%	310 62%	23 5%	4 1%	85 17%
PEOPLE SKILLS					
Listening and Speaking Skills	158 32%	290 58%	46 9%	6 1%	0 0%
Interpersonal Skills	182 36%	270 54%	43 9%	5 1%	1 0%
Works Effectively in a Team or Group	227 45%	220 44%	41 8%	11 2%	3 1%
ATTITUDE					
Customer Focused	193 39%	239 48%	48 10%	5 1%	14 3%
Seeks to Continuously Improve Performance	226 45%	208 42%	49 10%	14 3%	2 0%
Demonstrates Good Work Ethic	258 52%	172 34%	52 10%	15 3%	3 1%
Accepts Advice, Supervision, and Constructive Criticism	241 48%	205 41%	39 8%	12 2%	3 1%

GENERAL	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
Satisfaction With Graduate's Education	260 53%	214 43%	16 3%	2 0%

	Yes	No	Maybe
Recommend Graduate to Another Employer	451 91%	4 1%	40 8%
Hire Technical College Graduate Again	469 95%	2 0%	22 4%

SHORT-TERM TECHNICAL DIPLOMA

	Exceeds	Meets	Nearly Meets	Does Not Meet	Does Not Apply
TECHNICAL WORK SKILLS		***EXPECTATIONS***			
Occupational Knowledge Related to Job	195 26%	497 66%	54 7%	10 1%	1 0%
Application of Occupational Knowledge Related to Job	209 28%	465 61%	70 9%	11 1%	3 0%
Use/Operation of Equipment, Tools and Materials	191 25%	486 64%	53 7%	12 2%	16 2%
Problem Solving Skills	187 25%	422 56%	118 16%	26 3%	5 1%
Reading and Writing Skills	216 28%	487 64%	35 5%	3 0%	17 2%
Completes Work in Accordance With Quality Standards	262 35%	404 53%	72 9%	14 2%	6 1%
Organizational Skills	216 29%	388 51%	114 15%	24 3%	13 2%
Computer Skills	82 11%	230 31%	35 5%	16 2%	373 51%
Math Skills	73 10%	393 53%	26 4%	5 1%	244 33%
PEOPLE SKILLS					
Listening and Speaking Skills	250 33%	417 55%	76 10%	11 1%	0 0%
Interpersonal Skills	272 36%	362 48%	87 12%	23 3%	11 1%
Works Effectively in a Team or Group	298 40%	336 45%	74 10%	29 4%	17 2%
ATTITUDE					
Customer Focused	300 40%	345 46%	86 11%	14 2%	7 1%
Seeks to Continuously Improve Performance	277 37%	343 45%	101 13%	33 4%	1 0%
Demonstrates Good Work Ethic	328 44%	301 40%	83 11%	37 5%	5 1%
Accepts Advice, Supervision, and Constructive Criticism	297 39%	344 46%	69 9%	38 5%	4 1%

GENERAL	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
Satisfaction With Graduate's Education	366 49%	352 47%	28 4%	1 0%

	Yes	No	Maybe
Recommend Graduate to Another Employer	707 95%	5 1%	35 5%
Hire Technical College Graduate Again	727 97%	5 1%	16 2%

Employer Survey

INSTRUCTIONS

Below is a list of attributes. If an attribute does nota pply to this employee's position,c ircle 0 -- Does Not Apply. For each attribute, rate the graduate as follows:

1. For the first column,E XPECTATIONS: How well does the graduate meet your expectations, compared to what you expect of an entry-level employee? Circle one number.

2. For the second column, FUTURE IMPORTANCE: How important is each attribute for entry-level employees you will hire in the future? Circle one number.

	Questions 1-16A EXPECTATIONS					Questions 1-16B FUTURE IMPORTANCE			
	Exceeds	Meets	Nearly Meets	Does Not Meet	Does Not Apply	Very Impor-tant	.	.	Not Impor-tant
	4	3	2	1	0	4	3	2	1
TECHNICAL WORK SKILLS									
1. Occupational knowledge related to job	4	3	2	1	0	4	3	2	1
2. Application of occupational knowledge related to job	4	3	2	1	0	4	3	2	1
3. Use/operation of equipment, tools and materials	4	3	2	1	0	4	3	2	1
4. Problem solving skills	4	3	2	1	0	4	3	2	1
5. Reading and writing skills	4	3	2	1	0	4	3	2	1
6. Completes work in accordance with quality standards	4	3	2	1	0	4	3	2	1
7. Organizational skills (prioritizing, planning, goal setting, etc.)	4	3	2	1	0	4	3	2	1
8. Computer skills	4	3	2	1	0	4	3	2	1
9. Math skills	4	3	2	1	0	4	3	2	1
PEOPLE SKILLS									
10. Listening and speaking skills	4	3	2	1	0	4	3	2	1
11. Interpersonal skills (one-on-one)	4	3	2	1	0	4	3	2	1
12. Works effectively in a team or group	4	3	2	1	0	4	3	2	1

	Questions 1-16A EXPECTATIONS					Questions 1-16B FUTURE IMPORTANCE			
	Exceeds	Meets	Nearly Meets	Does Not Meet	Does Not Apply	Very Impor-tant	.	.	Not Impor-tant
ATTITUDE									
13. Customer focused	4	3	2	1	0	4	3	2	1
14. Seeks to continuously improve performance	4	3	2	1	0	4	3	2	1
15. Demonstrates good work ethic (initiative, judgment, dependability)	4	3	2	1	0	4	3	2	1
16. Accepts advice, supervision, and constructive criticism	4	3	2	1	0	4	3	2	1

GENERAL -- Circle one number.

17. How satisfied are you with the graduate's technical college education?

    4 = Very Satisfied
    3 = Satisfied
    2 = Unsatisfied
    1 = Very Unsatisfied

18. Would you recommend graduates of this program to another employer?

    1 = Yes
    2 = No
    3 = Maybe

19. Would you hire a technical college graduate again?

    1 = Yes
    2 = No
    3 = Maybe

COMMENTS: _____

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